

**“Information is giving out.  
Communication is getting through.”**

—Sydney J. Harris, American Journalist

# Communication Skills

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Take this quick true/false quiz:

1. Misunderstandings with colleagues sometimes interfere with my work.
2. Dealing and working with people on other teams can be frustrating.
3. Making a presentation or writing a report is a headache I don't need.
4. How assertive I am in a meeting can depend on who's in the meeting.
5. There are times when I let my emotions get the better of me at work.

If you answered "true" to even one statement, your communication skills may be blocking you from moving ahead in your career—or even hurting your chances of staying where you are. If you answered "false" to any of the above, you may still have other communication issues that need to be worked on, like your influence at work or how clearly you write. Either way, being a great communicator in all areas—from interpersonal skills to negotiating to business writing—is a *minimum* requirement in today's workplace.

## TABLE OF CONTENTS

### BUSINESS ENHANCEMENT SKILLS

- The 7 Habits of Highly Effective People® 3-Day Signature Program . . . . . ★ 1
- Developing Your Emotional Intelligence . . . . . 2
- Managing Emotions in the Workplace®: Strategies for Success . . 3
- 📱 Assertiveness Training for Women in Business . . . . . ★ 4
- Assertiveness Training . . . . . ★ 5
- Assertiveness Training for Managers . . . . . 5
- NEW!** Developing Your Personal Brand and Professional Image . . . . . 6
- NEW!** Developing Your Collaborative Skills . . . . . 6
- NEW!** Doing It All: How to Stay Focused and Engaged . . . . . 7

### INTERPERSONAL SKILLS

- How to Communicate with Diplomacy, Tact and Credibility . . ★ 8
- 📱 Communication and Interpersonal Skills: A Seminar for IT and Technical Professionals . . . . . ★ 9
- Moving Ahead: Breaking Behavior Patterns That Hold You Back . . . . . 10
- Interpersonal Skills for Managers . . . 10
- 📱 Responding to Conflict: Strategies for Improved Communication . . . . . ★ 11

- Dynamic Listening Skills for Successful Communication . . . . . 12
- Communication Boot Camp . . . . . 12
- 📱 Building Better Work Relationships: New Techniques for Results-Oriented Communication . . . . . ★ 13
- Developing Effective Business Conversation Skills . . . . . 14
- Business Conversation Skills for the Multilingual Professional . . . . . 14
- Communicating Up, Down and Across the Organization . . . . . 15
- The Effective Facilitator: Maximizing Involvement and Results . . . . . 16
- 📱 Getting Results Without Authority . . . . . ★ 17
- 📱 Negotiating to Win . . . . . ★ 18
- 📱 Expanding Your Influence: Understanding the Psychology of Persuasion . . . . . 19
- Whoever Tells the Best Story Wins . . 19

### BUSINESS WRITING SKILLS

- How to Sharpen Your Business Writing Skills . . . . . ★ 20
- 📱 AMA's 2-Day Business Writing Workshop . . . . . ★ 21
- 📱 Writing for the Web . . . . . 22
- NEW!** AMA's Business Grammar Workshop . . . . . 22
- 📱 Effective Technical Writing . . . . . 23
- Business Writing for the Multilingual Professional . . . . . 24

### PRESENTATION SKILLS

- 📱 **NEW!** How to Present Online: A Skills-Based Workshop . . . . . 24
- Live Online only! Strategies for Developing Effective Presentation Skills . . . ★ 25
- Effective Executive Speaking . . . ★ 26
- PowerPoint® Unplugged . . . . . 27

### RELATED INTEREST

- 📱 Time Management . . . . . 27
- 📱 Management Skills for New Managers . . . . . 28
- 📱 Moving from an Operational Manager to a Strategic Thinker . . 29
- 📱 Successfully Managing People . . . . . 30
- The 7 Habits of Highly Effective People® for Managers 2-Day Workshop . . . . . 31
- The 8th Habit®: Unleashing the Greatness in Yourself and Others . . 31
- Advanced Leadership Communication Strategies . . . . . 32
- 📱 Developing Executive Leadership . . . 32

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